

## Safety Attribute Inspection (SAI) Data Collection Tool

### 2.1.2 Content Consistency Across Manuals (OP)

#### ELEMENT SUMMARY INFORMATION

**Purpose of this Element** (certificate holder's responsibility):

- To ensure the certificate holder's current manual used for guidance of flight, ground operations, and management personnel is consistent in its content across manuals for conducting operations.

**Objective** (FAA oversight):

- To determine if the certificate holder's Content Consistency Across Manuals process meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Content Consistency Across Manuals process incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Content Consistency Across Manuals process.

**Specific Instructions:**

- Intentionally left blank

#### SUPPLEMENTAL INFORMATION

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 119.43(b)
  - 119.65(e)(1)
  - 119.65(e)(2)
  - 121.133(a)
  - 121.135(a)(1)
  - 121.135(a)(2)
  - 121.135(a)(4)
  - 121.135(b)
  - 121.135(b)(10)
  - 121.135(b)(11)
  - 121.135(b)(12)
  - 121.135(b)(13)
  - 121.135(b)(14)
  - 121.135(b)(15)
  - 121.135(b)(18)
  - 121.135(b)(2)
  - 121.135(b)(20)
  - 121.135(b)(21)
  - 121.135(b)(22)
  - 121.135(b)(23)
  - 121.135(b)(3)
  - 121.135(b)(4)
  - 121.135(b)(5)

- SRRs:
  - 121.135(b)(6)
  - 121.135(b)(7)
  - 121.135(b)(8)
  - 121.135(b)(9)
  - 121.141
  - 121.141(b)
  - 121.198(f)

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - FAA Order 8400.10, volume 3, chapter 15
  - HBAT 00-12

### SAI SECTION 1 - PROCEDURES ATTRIBUTE

**Objective:** Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Content Consistency Across Manuals process.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Content Consistency Across Manuals process.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for a Content Consistency Across Manuals process:	
1.1.	Does the certificate holder's manual revision process require consistency throughout the various parts of the manual? SRRs: 121.135(a)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Does the certificate holder's manual require consistency with applicable Federal Aviation Regulations? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.3.	In the case of a flag or supplemental operation, does the certificate holder's manual require consistency with applicable foreign regulations? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	Does the certificate holder's manual require consistency with applicable operations specifications? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Does the certificate holder's manual require consistency with the certificate holder's operating certificate? SRRs: 121.135(a)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Does the certificate holder's manual, which may be in two or more separate parts, require consistency in the information presented for each group of personnel:	
1.6.1	Duties and responsibilities of each crewmember? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.2	Duties and responsibilities of each appropriate member of the ground	<input type="checkbox"/> Yes

	organization? SRRs: 121.135(b)(2)	<input type="checkbox"/> No, Explain
1.6.3	Duties and responsibilities of each management person? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.4	Flight dispatching and operational control procedures, including coordinated dispatch, flight control, or flight following procedures, as applicable? SRRs: 121.135(b)(4)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.5	En route flight procedures? SRRs: 121.135(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.6	Navigation procedures? SRRs: 121.135(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.7	Communication procedures? SRRs: 121.135(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.8	Procedures for the dispatch, release, or continuance of flight if any item of equipment required for the particular type of operation becomes inoperative or unserviceable en route? SRRs: 121.135(b)(5)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.9	For domestic or flag operations, appropriate information from the en route operations specifications, including for each approved route the types of airplanes authorized, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information? SRRs: 121.135(b)(6)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.10	For supplemental operations, appropriate information from the operations specifications, including the area of operations authorized, the types of airplanes authorized, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information? SRRs: 121.135(b)(7)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.11	Appropriate information from the airport operations specifications? SRRs: 121.135(b)(8)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.12	Landing weight limitations? SRRs: 121.135(b)(9)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.13	Procedures for familiarizing passengers with the use of emergency equipment during flight? SRRs: 121.135(b)(10)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.14	Emergency equipment and procedures? SRRs: 121.135(b)(11)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.15	The method of designating succession of command of flight crewmembers? SRRs: 121.135(b)(12)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.16	Procedures for determining the usability of takeoff and landing areas and for disseminating that information to operations personnel? SRRs: 121.135(b)(13)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.17	Procedures for operating in periods of ice, hail, thunderstorms, turbulence, or any potentially hazardous meteorological condition? SRRs: 121.135(b)(14)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.6.18	Each training program curriculum required by 14 CFR part 121, section 121.403? SRRs: 121.135(b)(15)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.19	Procedures for supervising and protecting passengers during refueling? SRRs: 121.135(b)(18)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.20	Methods and procedures for maintaining the aircraft weight and center of gravity within approved limits? SRRs: 121.135(b)(20)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.21	Where applicable, pilot route and airport qualification procedures? SRRs: 121.135(b)(21)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.22	Where applicable, dispatcher route and airport qualification procedures? SRRs: 121.135(b)(21)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.23	Accident notification procedures? SRRs: 121.135(b)(22)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.24	Procedures and information to assist personnel to identify packages marked or labeled as containing hazardous materials? SRRs: 121.135(b)(23)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.25	<p>If the certificate holder carries, stores, or handles hazardous materials, procedures and instructions relating to the carriage, storage, or handling of hazardous materials? SRRs: 121.135(b)(23) <i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>Check that the Certificate Holder's manual, if authorized to carry, store, or handle hazardous materials, contains procedures and instructions relating to the carriage, storage and handling of hazardous materials. <i>Sources:</i> 121.135(b)(23) <i>Interfaces:</i> 3.1.8(OP); 3.1.12(OP)</li> <li>Check that the Certificate Holder's manual, if authorized to carry, store, or handle hazardous materials, contains procedures and instructions for determining the proper shipper certification required by 49 CFR Subchapter C, proper packaging, marking, labeling, shipping documents, and compatibility of materials. <i>Sources:</i> 121.135(b)(23)(i) <i>Interfaces:</i> 3.1.8(OP); 3.1.12(OP)</li> <li>Check that the Certificate Holder's manual, if authorized to carry, store or handle hazardous materials, contains procedures and instruction specifying how it will report hazardous material incidents as required by 49 CFR Subchapter C. <i>Sources:</i> 121.135(b)(23)(ii) <i>Interfaces:</i> 3.1.8(OP); 3.1.12(OP)</li> <li>Check that the Certificate Holder's manual, if authorized to carry, store or handle hazardous materials, contains procedures and instructions to notify the pilot in command when there are hazardous materials aboard, as required by 49 CFR Subchapter C. <i>Sources:</i> 121.135(b)(23)(iii) <i>Interfaces:</i> 3.1.8(OP); 3.1.12(OP)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>5. Check that the Certificate Holder's manual contains other information or instructions relating to safety.</p> <p>Sources: 121.135(b)(24)</p>	
1.7.	<p>If the certificate holder elects to carry the manual required by 14 CFR part 121, section 121.133, and if the operating procedures sections or performance data are revised or modified (and approved by the Administrator), does the certificate holder's manual require the information to be identified as airplane flight manual requirements consistently among all aircraft manuals?</p> <p>SRRs: 121.141(b)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check that the Certificate Holder's manual includes instructions and information to revise the operating procedures section of the AFM and modify the presentation of performance data from the applicable flight manual if the revised operating procedures and modified performance data presentation are approved by the Administrator.</li> </ol> <p>Sources: 121.135(a)(1); 121.141(b)(1)</p> <p>Interfaces: 2.1.1(AW); 2.1.1(OP)</p> <ol style="list-style-type: none"> <li>2. Check that the Certificate Holder's manual includes instructions and information to revise the operating procedures section of the AFM and modify the presentation of performance data from the applicable flight manual if the revised operating procedures and modified performance data presentation are clearly identified as airplane flight manual requirements.</li> </ol> <p>Sources: 121.135(a)(1); 121.141(b)(2)</p> <p>Interfaces: 2.1.1(AW); 2.1.1(OP)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.8.	<p>If the certificate holder operates aircraft under 14 CFR part 121, section 121.198, does the certificate holder's manual require the airplane flight manual data, for each airplane operated, to be appropriately revised and consistently presented?</p> <p>SRRs: 121.198(f)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.9.	<p>Does the certificate holder's manual require consistency between the approved minimum equipment list and the certificate holder's specific aircraft?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	<p>Does the certificate holder's Content Consistency Across Manuals process comply with the guidance contained in Order 8400.10, volume 3, chapter 15, paragraph 2133?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. Check the Certificate Holder's instructions and information regarding the information and guidance in the Certificate Holder's GOM being consistent with that in the general maintenance manual (GMM).</li> </ol> <p>Sources: 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133 (B)</p> <p>Interfaces: 1.1.1(AW); 1.1.2(AW); 1.1.2(OP); 1.1.3(AW); 1.2.1(AW); 1.2.2(AW); 1.2.3(AW); 1.2.4(AW); 1.2.5(AW); 1.2.6(AW); 1.3.1(AW); 1.3.2(AW); 1.3.3(AW); 1.3.4(AW); 1.3.5(AW); 1.3.6(AW); 1.3.7(AW); 1.3.8(AW); 1.3.9(AW); 1.3.10(AW); 1.3.11(AW); 1.3.12(AW); 1.3.13(AW); 1.3.14(AW); 1.3.15(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.19(AW); 1.3.20(AW); 1.3.21(AW); 1.3.22(AW); 1.3.23(AW); 1.3.24(AW); 1.3.25(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP);</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.10(OP); 3.1.11(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.1(AW); 4.1.2(AW); 4.2.1(AW); 4.2.2(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.7(OP); 4.2.8(AW); 4.2.8(OP); 4.2.9(OP); 4.2.10(OP); 4.2.11(OP); 4.3.1(OP); 4.3.2(OP); 4.3.3(OP); 4.4.1(AW); 4.4.2(AW); 4.4.3(AW); 4.4.4(AW); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 5.1.5(OP); 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP); 6.1.1(OP); 6.1.2(OP); 6.1.3(OP); 6.1.4(OP); 6.2.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>2. Check the Certificate Holder's instructions and information regarding weight and balance procedures for complying with weight and balance limitations for each type of aircraft. <i>Sources:</i> 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133 (B) <i>Interfaces:</i> 3.2.2(OP)</p> <p>3. Check the Certificate Holder's instructions and information regarding weight and balance procedures for determining the weight of passengers, crew, cargo, and baggage. <i>Sources:</i> 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133 (B) <i>Interfaces:</i> 3.2.2(OP)</p> <p>4. Check the Certificate Holder's instructions and information regarding weight and balance procedures for making the center of gravity calculations including loading schedules or other approved methods, if applicable. <i>Sources:</i> 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133(B) <i>Interfaces:</i> 3.1.3(OP); 3.1.8(OP); 3.2.2(OP)</p> <p>5. Check the Certificate Holder's instructions and information regarding weight and balance procedures for the completion and disposition of load manifests and weight and balance records. <i>Sources:</i> 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133(B) <i>Interfaces:</i> 3.2.1(OP); 3.2.2(OP)</p> <p>6. Check the Certificate Holder's instructions and information regarding weight and balance procedures for loading the aircraft. <i>Sources:</i> 8400.10, Volume 3 Chapter 15 Section 3 Paragraph 2133 <i>Interfaces:</i> 3.1.3(OP); 3.1.12(OP); 3.2.2(OP)</p>	
2.	<p>Does the certificate holder's manual contain general policies for the Content Consistency Across Manuals process that comply with the SRRs? SRRs: 119.43(b); 119.65(e)(1); 119.65(e)(2); 121.133(a); 121.135(a)(4); 121.135(b); 121.141 <i>Related Design JTIs:</i></p> <p>1. Check that the Certificate Holder's manual includes a general policy to clearly identify each excerpt as a part of its operation specifications. <i>Sources:</i> 119.43(b)(1); 121.135(b)(1) <i>Interfaces:</i> 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.10(OP); 3.1.11(OP); 3.1.12(OP); 5.1.5(OP); 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP); 6.1.2(OP); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>

	<ol style="list-style-type: none"> <li>2. Check that the Certificate Holder's manual includes a general policy that compliance with each operations specifications requirement is mandatory. <i>Sources:</i> 119.43(b)(2); 121.135(b)(1)</li> <li>3. Check that the Certificate Holder's manual required by 121.133 includes a general policy stating the duties, responsibilities and authority of personnel required under 119.65(a)(1-5). <i>Sources:</i> 119.65(e)(1); 121.135(b)(1) <i>Interfaces:</i> 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP)</li> <li>4. Check that the Certificate Holder's manual includes a general policy to not be contrary to any applicable Federal regulation or the Certificate Holder's operations specifications or operating certificate. <i>Sources:</i> 121.135(a)(4); 121.135(b)(1)</li> <li>5. Check that the Certificate Holder's manual includes a general policy to not be contrary to any applicable foreign regulation, or the Certificate Holder's operations specifications or operating certificate. <i>Sources:</i> 121.135(a)(4); 121.135(b)(1) <i>Interfaces:</i> 2.1.5(AW); 2.1.5(OP)</li> <li>6. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of each crewmember. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 3.1.2(OP); 3.1.3(OP)</li> <li>7. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of appropriate members of the ground organization. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 3.1.8(OP); 5.1.5(OP)</li> <li>8. Check that the Certificate Holder's manual includes a general policy stating the duties and responsibilities of management personnel. <i>Sources:</i> 121.135(b)(1); 121.135(b)(2) <i>Interfaces:</i> 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP)</li> <li>9. Check that the Certificate Holder's manual includes a general policy to include information from the en route operations specifications, including for each approved route the types of airplanes authorized, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information in it's manual. <i>Sources:</i> 121.135(b)(1); 121.135(b)(6) <i>Interfaces:</i> 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP)</li> <li>10. Check that the Certificate Holder's manual includes a general policy to include from the operations specifications, including the area of operations authorized, the types of airplanes authorized, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information in it's manual. <i>Sources:</i> 121.135(b)(1); 121.135(b)(7) <i>Interfaces:</i> 5.1.6(OP); 5.1.7(OP); 5.1.8(AW); 5.1.8(OP); 5.1.9(AW); 5.1.9(OP)</li> <li>11. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including the location of each airport in it's manual. <i>Sources:</i> 121.135(b)(1); 121.135(b)(8)(i)</li> </ol>	
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	<p><i>Interfaces: 5.1.5(OP); 5.1.6(OP)</i></p> <p>12. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including the designation of each airport (regular, alternate, provisional, etc.) in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(8)(ii)</i> <i>Interfaces: 5.1.5(OP); 5.1.6(OP)</i></p> <p>13. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including for each airport, the types of airplanes authorized in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(8)(iii)</i> <i>Interfaces: 5.1.5(OP); 5.1.6(OP)</i></p> <p>14. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including for each airport, instrument approach procedures in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(8)(iv)</i> <i>Interfaces: 3.1.10(OP); 5.1.5(OP); 5.1.6(OP)</i></p> <p>15. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including for each airport, landing and takeoff minimums in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(8)(v)</i> <i>Interfaces: 3.1.10(OP); 5.1.5(OP); 5.1.6(OP)</i></p> <p>16. Check that the Certificate Holder's manual includes a general policy to include appropriate information from the airport operations specifications, including any other pertinent information for each airport in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(8)(vi)</i></p> <p>17. Check that the Certificate Holder's manual includes a general policy to include appropriate information for takeoff, en route and landing weight limitations in its manual. <i>Sources: 121.135(b)(1); 121.135(b)(9)</i> <i>Interfaces: 3.1.9(OP); 3.2.1(OP); 3.2.2(OP)</i></p>	
3.	<p>Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? <i>SRRs: 121.135(b)(3)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Content Consistency Across Manuals process? <i>SRRs: 121.135(b)(2)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	<p>Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Content Consistency Across Manuals process? ? <i>SRRs: 121.135(a)(1)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

## SAI SECTION 2 - CONTROLS ATTRIBUTE

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

### Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Content Consistency Across Manuals process:	
1.1.	Is there a control or controls in place to ensure that the contents of the certificate holder's manual are consistent across the various parts of the manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the contents of the certificate holder's manual are consistent across various media in which the manual is presented (paper manuals, checklists, electronic means, microfiche, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

**Objective:** Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Content Consistency Across Manuals process include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if the contents of the certificate holder's manual are not consistent across the various parts of the manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would identify if the contents of the certificate holder's manual are not consistent across various media in which the manual is presented (paper manuals, checklists, electronic means, microfiche, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.	Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information contained in its manual were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual provide for the use of process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

### SAI SECTION 4 - INTERFACES ATTRIBUTE

**Objective:** Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

#### **Tasks**

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Content Consistency Across Manuals process that have been identified along with the individual questions in section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

#### **Questions**

	To meet this objective, the inspector must answer the following questions: NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder's manual properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 4 - INTERFACES ATTRIBUTE</b> <b>Drop-Down Menu</b>	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other



### SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

**Objective:** The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

#### Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Content Consistency Across Manuals process.
2.	Identify the person who has overall authority for the Content Consistency Across Manuals process.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

#### Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures or instructions, and information for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Content Consistency Across Manuals process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Content Consistency Across Manuals process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder's manual clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder's manual clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Content Consistency Across Manuals process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<b>SAI SECTION 5 - MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTES</b> <b>Drop-Down Menu</b>	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.